

# % Industrial Permits Issued After 15 Days (Multi Agency) Develop Louisville

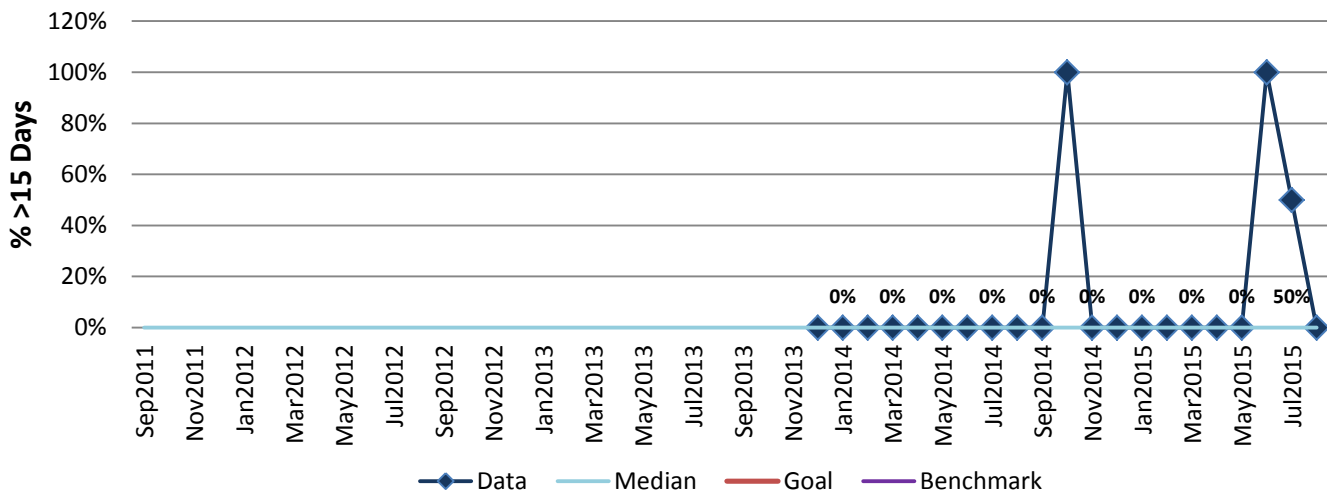


KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 83.33% (Dec, 2013 - Nov, 2014)		Data Source: Hansen	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: Baseline recently established after completing one full year as new department; new goal to be determined based on baseline information		Goal Source: N/A	Measurement Method: Percent of Industrial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days		
Benchmark: TBD		Benchmark Source: N/A	Why Measure: Monitor turnaround time relative to customer expectations		
			Next Improvement Step: to determine an appropriate goal for this measurement based on the new baseline		
How Are We Doing?					
Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
TBD	20.83%		TBD	0.00%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.